

SimplyBoard™ User Manual



SimplyBoard

by Empatel

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1. Document History

Document Change History		
Release No	Release Date	Reason for Change
Issue.1	May 3 rd , 2014	Initial Issue

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2. SimplyBoard¹ Product Summary

Contact centers serve 24 hours in a day, 365 days in a year to its customers. Operations are open to many external factors affecting the productivity of the call center during 24-hour daily operations. Product faults, service outages, recently announced campaigns or any degradation of call center resources (IVR, CTI, CRM, etc.) may result in unexpected increase in call volume causing sudden degradation of the Service Level within certain or whole operations.

Monitoring systems are the most important integral part of call centers and help team leaders, supervisors and managers to sustain service levels and manage shifts, while meeting the business requirements of the contact center throughout the day. However, during the breaks, shift changes, or any unexpected business meetings outside the contact center forces managers to lose their immediate control on the operations.

SimplyBoardTM is a real-time mobile monitoring tool which enables managers, supervisors or even team leaders to monitor their Contact Center operations by locations and skills without any interruption while they are away from their desks.

SimplyBoardTM management tool enables managers, supervisors or team leaders to monitor the operations under their responsibility eliminating the risk of delegating during their absence. You can define user groups and privileges per ACD location and Skill basis. You can add as many locations, skills or supervisors as you have.

System Features:

- Simple installation and administration
- Communicates with Avaya CMS
- Works on any OS – Linux, Unix, Windows, Mac
- Java-based application installed on any machine having Apache Tomcat6
- No need for separate DB installation
- Seamlessly operates without additional license.
- Secure access through user authentication
- User groups by locations and skills
- Bridging Service eliminates high speed internet access
- Web based administration
- Available on Apple Store
- Supported on iPhone and iPad
- Supports multiple ACD's and Skills
- Auto Preview mode
- Adjustable Preview Interval for each Skill (Min. 15sec)
- Real Time Monitoring - 3sec refresh period

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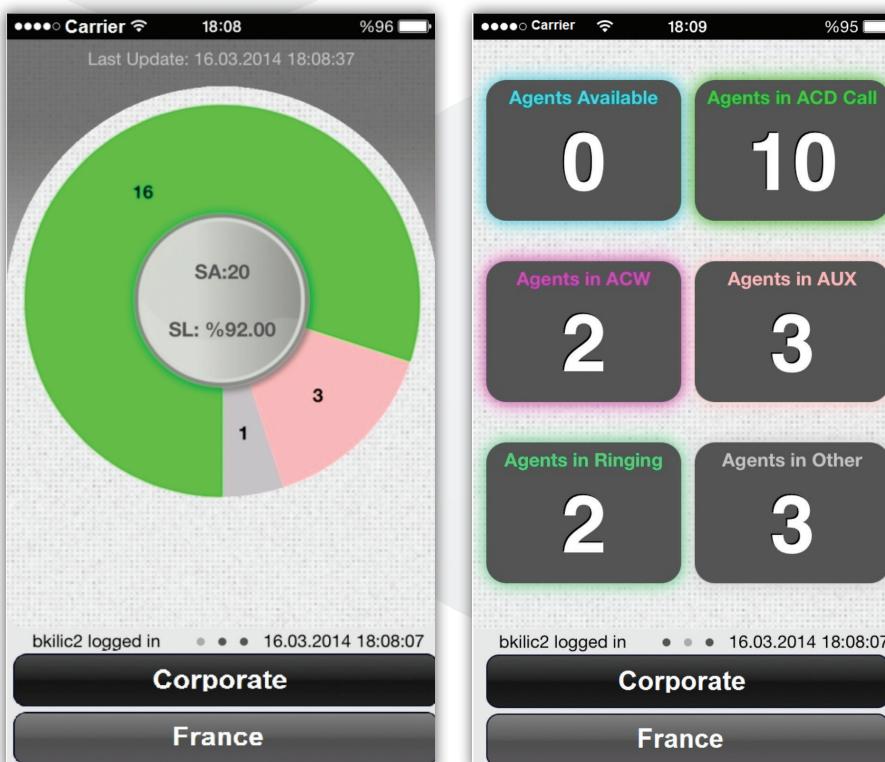
Real-time statistics provided by SimplyBoardTM:

- Available Agents
- Agents in ACD Call
- Agents in ACW
- Agents in AUX
- Call in Ringing
- Agents in Other
- Calls Waiting
- Abandoned Calls within the interval
- Average Answer Time within the interval
- Average Talk Time within the interval
- Oldest Call Waiting
- ACD Calls in Period
- List of Agents and details which are available, in call, ACW, AUX or Other States – Feature is applicable for iPad only.

¹ SimplyBoard is the Trade Mark of Empatel Telekom



Picture 1: Sample SimplyBoard Application on iPad



Picture 2: Sample SimplyBoard Application on iPhone

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3. Product Requirements and Specifications

SimplyBoard application consists of 3 components:

- **System application** which is installed on Apache Tomcat 6 running on any platform including Linux, Windows or MAC OSx.
- **System Management** is accessed thru any available browser (IE, Google, Firefox, etc.)
- **User Application** on IPad or IPHONE

The SimplyBoard topology with a typical contact center environment is provided in Figure.1

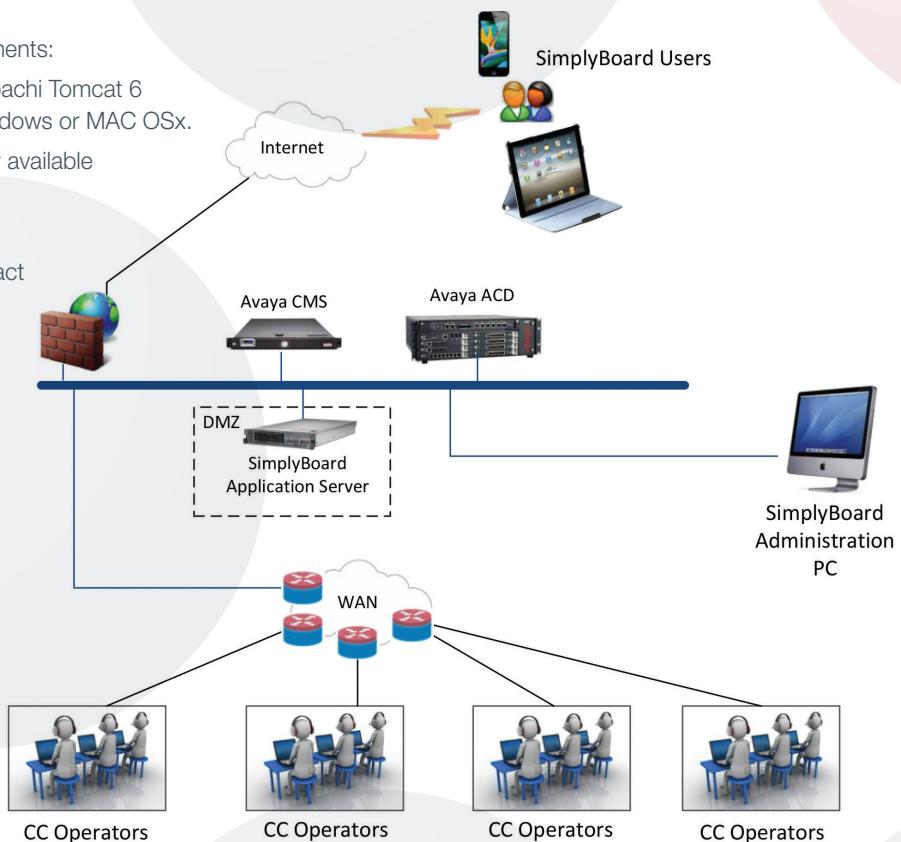


Figure 1: SimplyBoard implementation within the Contact Center Environment

3.1 System Requirements

i. Avaya CMS:

- Avaya CMS 16.X (Other versions of CMS is not tested yet)
- Incoming connections must be accepted thru TCP Port 22 (SSH).
- SimplyBoard Report Extensions should be installed to Avaya CMS remotely by Empatel. (Teamviewer Connection to a Management PC with WinSCP and Terminal Emulator installed.)

ii. SimplyBoard Server:

- Any server with Tomcat 6 (Linux, Windows or MAC OSx are Supported)
- Incoming connections must be accepted thru TCP Port 80 (HTTP).

3.2 End User Application Requirements

ii. Supported Endpoint Models:

- Apple IPHONE or IPAD
- Version: IOS 5.0 or higher
- Wifi, 3G or Edge connection

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4. SimplyBoard User Configuration and Product Features (for IPAD)

This section describes SimplyBoard User side configuration and supported features.

4.1 SimplyBoard User Administration

After successful download of the SimplyBoard application onto your IPAD/ IPHONE device, open “**Settings**” and select “**SimplyBoard**” application.

Enter the following application properties provided by your administrator (See Figure.1)

Web Service Address: Enter service address provided by your administrator.

Username: Enter user name provided by your administrator

Password: Enter password provided by your administrator.

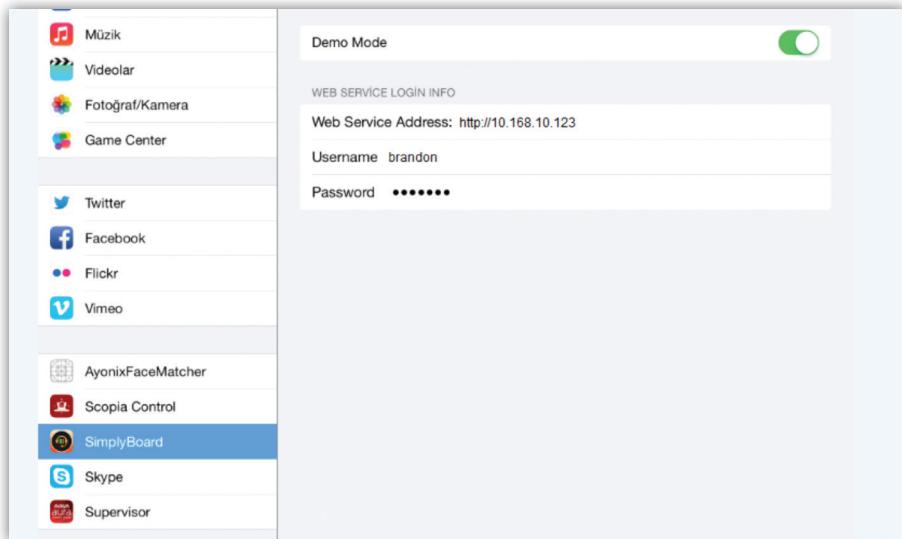


Figure 1: SimplyBoard Settings

Now, the application is ready for use. Exit from “Settings” and open the “SimplyBoard” application from your iDevice desktop as Show in Figure.2

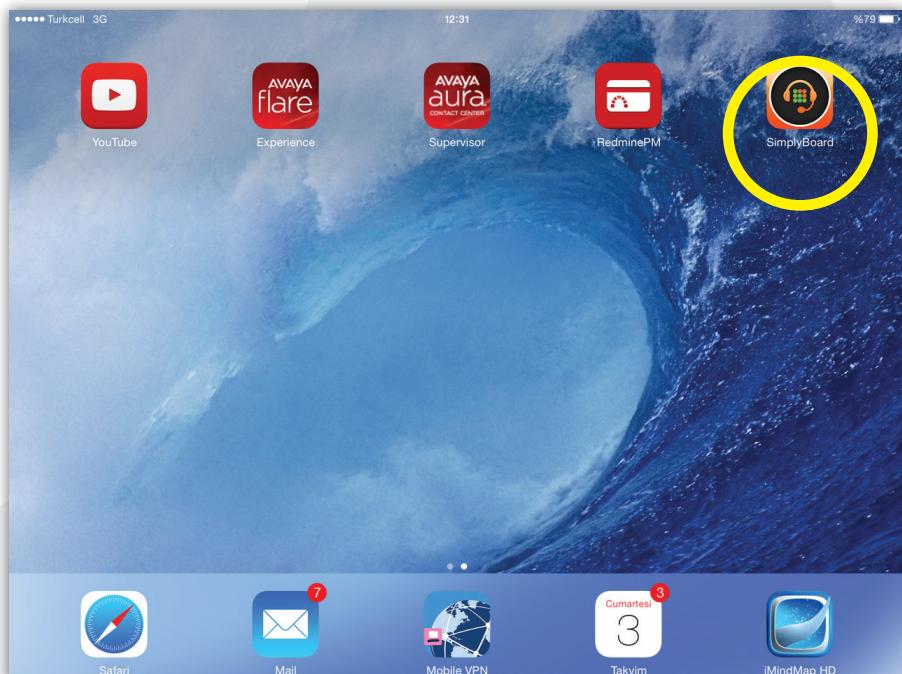


Figure 2: SimplyBoard Application on your iDevice

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4.2 SimplyBoard User Features

This section provides information on SimplyBoard Application features

4.2.1 Setting Location and Skill

When you first open the application, default screen appears as shown in Figure.3



Figure 3: SimplyBoard Default Screen

Press “Choose Location” to select the site to be monitored as shown in Figure.4 and Figure.5

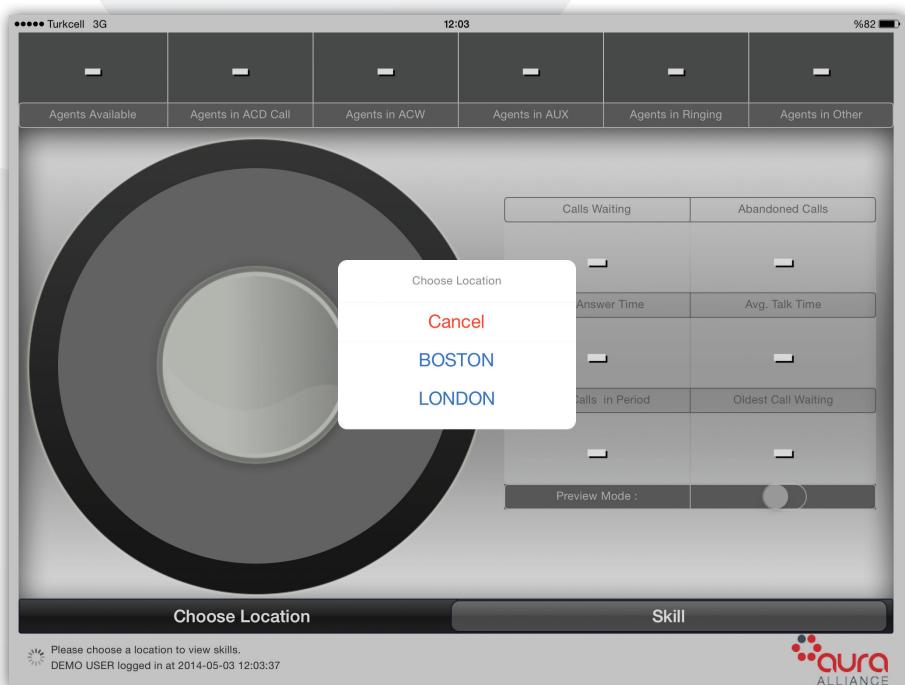


Figure 4: SimplyBoard “location” select window

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Figure 5: SimplyBoard view after “location” is selected

Press “Select Skill” to select the split to be monitored as shown in Figure.6 and Figure.7

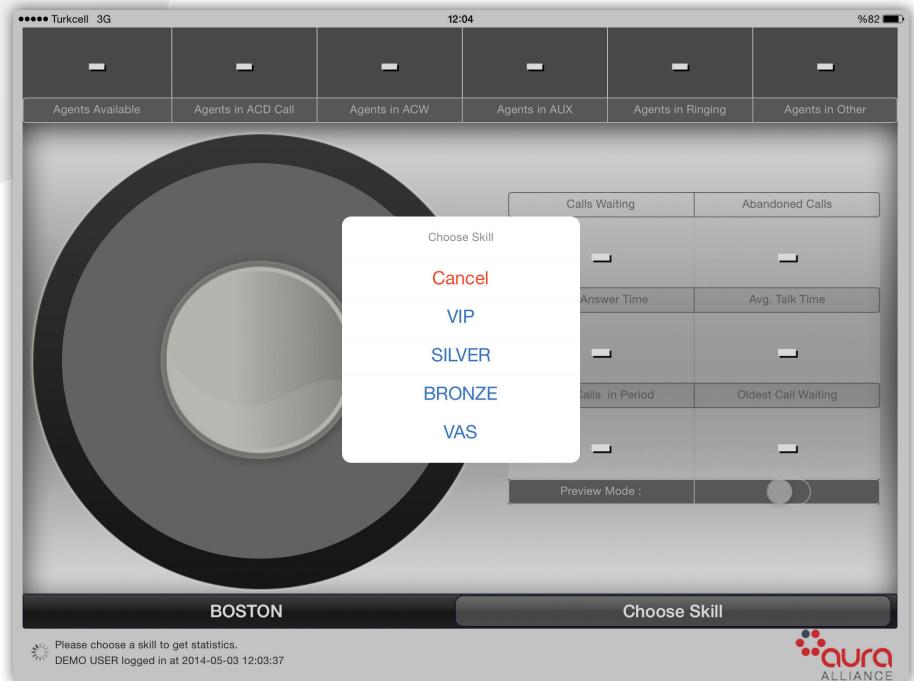


Figure 6: SimplyBoard “Skill” select window

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Figure 7: SimplyBoard view after “skill” is selected.

Now, the application starts monitoring of the skill in accordance with your settings as shown in Figure.8 .

All the time values represented on the SimplyBoard main monitoring page are in “Seconds” whereas the time values within the agent details screen are represented with “MM:SS”.

You can follow above steps to change your “location” and “skill” in accordance with your privileges

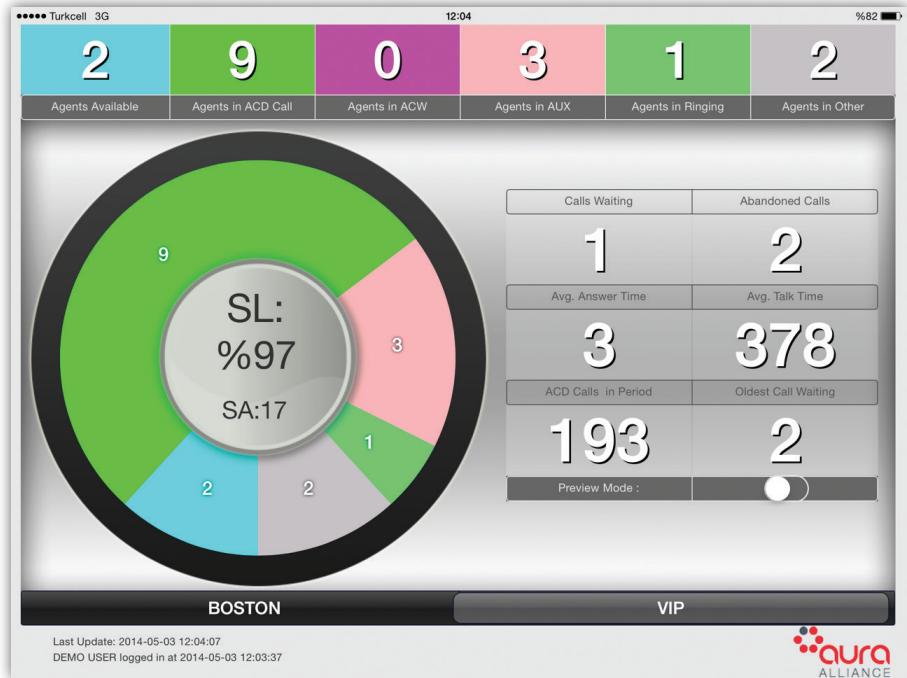


Figure 8: “VIP” Skill Monitoring at “Boston” Location (Sample View)

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4.2.2 Viewing Agent Details within a Skill

You can simply touch the related part of the “**pie chart**” in order to view the agent details within a specific state.

You can view the following agent properties in accordance with your selection:

- Agent Names
- AUX Details (Available for “**Agents in Aux**”)
- Time spent within the specific state

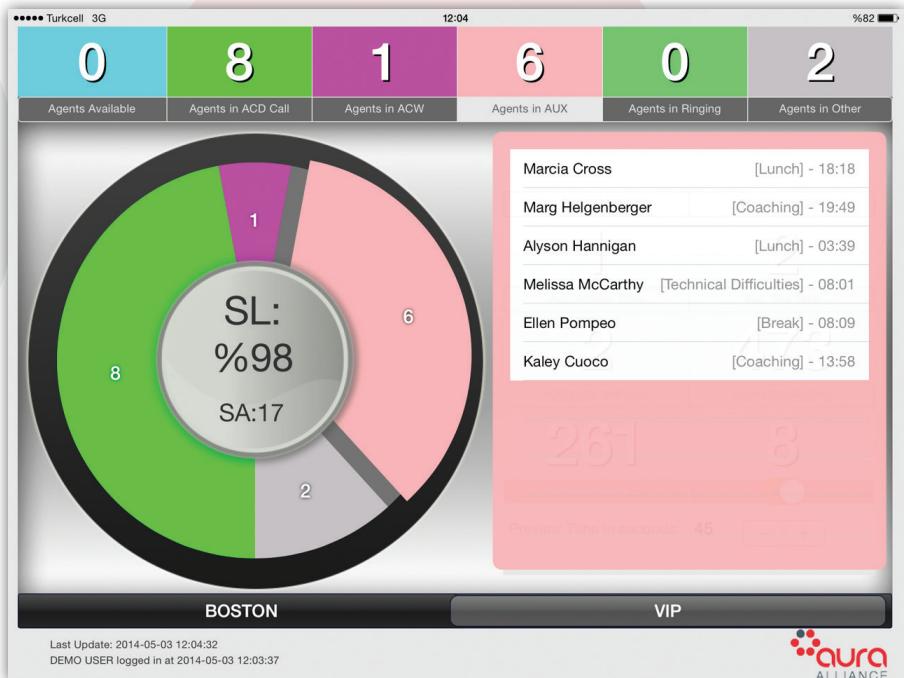


Figure 9: Agents in “Aux” State for “VIP” Skill

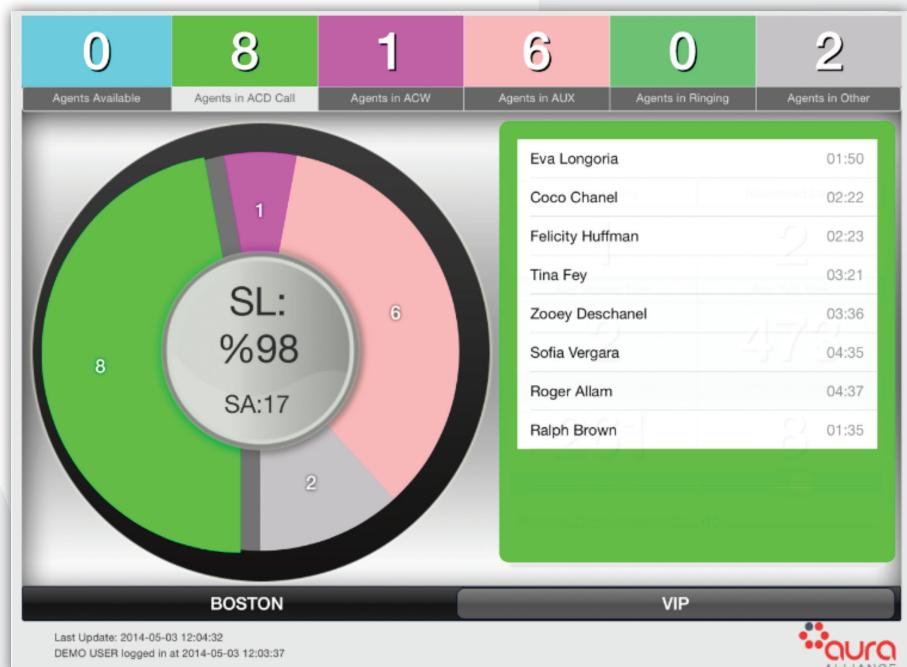


Figure 10: Agents in “ACD Call” for “VIP” Skill

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4.2.3 Preview Mode

“Preview Mode” is used in order to monitor whole skills defined by your system administrator. Follow below steps in order to adjust “Preview Mode”

- Press “Preview Mode”
- “Preview Time in Seconds” appears below. This parameter defines the interval between each skill during the preview mode. You can increase or decrease the interval by 5sec. periods upto 120 seconds or down to minimum value of 15 seconds (Default: 15 Sec.)
- You can exit from the Preview Mode by pressing the “Preview Mode” again.

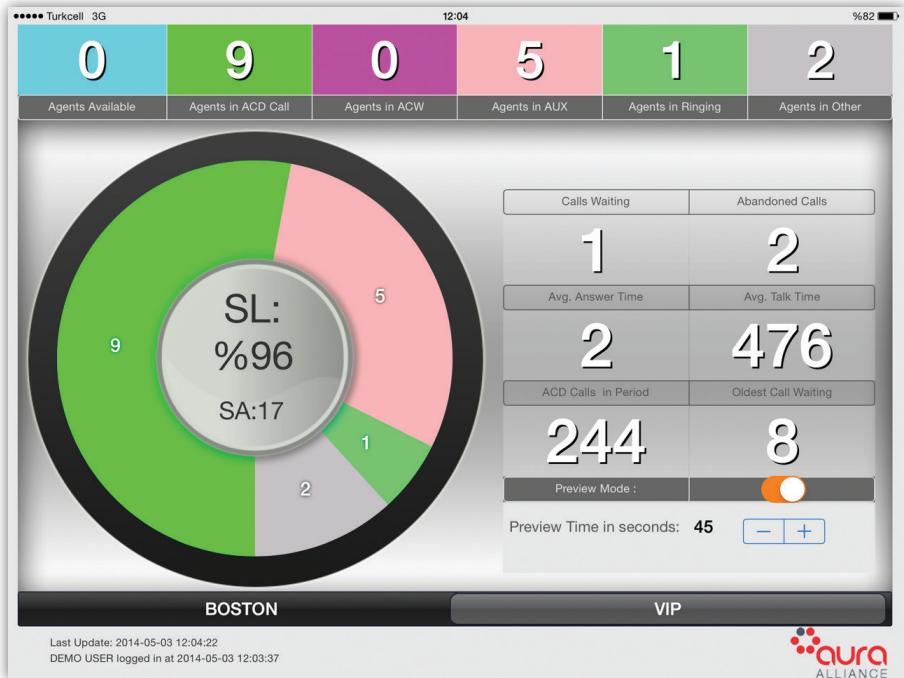


Figure 11: Preview Mode Settings

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